

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Timucin Ozugur  
Aziz Mohammed

Serial No.:

Filing Date:

Title: **Web Based CRM Service Using On-Line Presence Information**

Art Unit:

Attorney Docket No.: 139164

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**INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. 1.97**

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

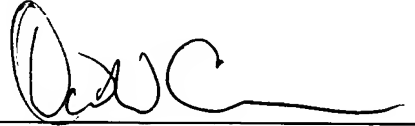
Sir:

Applicant requests that the information listed on the attached Form PTO/SB/08A be considered by the Office during the pendency of the above entitled application, pursuant to 37 C.F.R. 1.97.

In accordance with 37 C.F.R. 1.97(h), the filing of this Information Disclosure Statement shall not constitute an admission that any information cited therein is, or is considered to be, material to patentability as defined in 37 C.F.R. 1.56(b). In the interest of full and complete disclosure to the Office, some or all of the art cited herein may not be considered by Applicant(s) or the Undersigned to be material under the new standards of materiality defined in 37 C.F.R. 1.56(b), enacted March 16, 1992, but may be material under the old standard of materiality defined in 37 C.F.R. 1.56(a), last amended on November 28, 1988, or may merely be technical background which may be of interest to the Examiner. In accordance with 37 C.F.R. 1.97(g), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made.

This Information Disclosure Statement is being filed under 37 C.F.R. § 1.97(b) within three months of the filing date of the application, or before the mailing date of a first office action on the merits. No fee or certification is required.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'DWC', is written over a horizontal line.

David W. Carstens  
Registration No. 34,134  
Attorney for Applicant

Date: November 25, 2003  
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Substitute for form 1449/PTO

# INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

**Complete if Known**

<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (Use as many sheets as necessary)		<b>Application Number</b>			
		<b>Filing Date</b>			
		<b>First Named Inventor</b>	Ozugur et al.		
		<b>Art Unit</b>			
		<b>Examiner Name</b>			
<b>Sheet</b>	1	<b>of</b>	1	<b>Attorney Docket Number</b>	139164

**NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	AA	Webhelp - Products - ARENA Chat - 09-03-03 <a href="http://www.webhelp.com/webhelp/products/chat.jsp">http://www.webhelp.com/webhelp/products/chat.jsp</a>	
	AB	ComTek International "Skill Routing" - 09-03-03 <a href="http://www.comtek-intl.com/sbr.htm">http://www.comtek-intl.com/sbr.htm</a>	
	AC	INFOTECH - Technology Backbone, Leading The Way With Technology	
	AD	Webhelp - Products - CASE STUDY: Increase in Customer Conversion Rates	

<b>Examiner Signature</b>		<b>Date Considered</b>	
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<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

*(Use as many sheets as necessary)*

Sheet 1

of	1
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Application Number

Filing Date

**First Named Inventor**

Ozguur et al.

Art Unit

Examiner Name \_\_\_\_\_

Attorney Docket Number

139164

## U. S. PATENT DOCUMENTS

[illegible]

## FOREIGN PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> (if known)				
	C1	WO 02/27601 A2	04-04-02	Scott Gosling		

**Examiner  
Signature**

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